

Development Survey Results, 2009

Development surveys are sent out to the owner, design professional, and contractor along with the Certificate of Occupancy upon completion of a commercial building permit. The surveys are returned to the City of Salina Development Coordinator and the persons and projects remain anonymous.

1. How would you describe the City staff's attitude while assisting you with your project?

Scale from 1 (Courteous) to 5 (Discourteous)				
-1-	-2-	-3-	-4-	-5-
29	13	4	0	0

Explanation:

"Very helpful. Answered all questions."

"Attitudes have improved, but could be more helpful in assisting with building projects."

"Without exception the staff assisted in describing requirements and negotiating with Fire and Health Departments. Sue Cline and John Burger gave special attention."

2. How would you describe the City staff's level of assistance with your project?

Scale from 1 (Helpful) to 5 (Not Helpful)				
-1-	-2-	-3-	-4-	-5-
23	16	2	3	1

Explanation:

"Requirements kept changing every time we talked."

"Moved the process along quickly and very understanding when we were not as quick to get things completed."

"Staff set up and attended meetings on site. They dealt differently with contractors."

“Correspondence never offers solutions, just reasons why something on the plans do not comply.”

3. Please rate the performance of the following departments:

- ☐ Building Services
- ☐ Engineering
- ☐ Planning
- ☐ Fire
- ☐ Development Review Team

Scale from 1 (Helpful) to 5 (Not Helpful)					
	-1-	-2-	-3-	-4-	-5-
Building Services	27	10	4	2	0
Engineering	18	7	4	0	0
Utilities	16	6	6	1	0
Planning	19	8	4	2	0
Fire	25	11	2	0	0
DRT	18	9	4	0	0
Total	123	51	24	5	0
Note: Each category was NOT rated by every respondent					

4. Were there any City requirements that you felt were unnecessary?

“No.”

"Not that I had to deal with directly."

"Landscape rules."

"No."

"Always, this was an existing remodel. They are always hard to bring to code and you have to do some improvising. Staff did very well with this."

"A second pad survey after concrete was poured."

"Limit on width of curb-cuts for truck access."

"Having the state fire marshal review plans for the city."

"Yes."

"Requiring licensed sub-contractors."

"Several, but mainly the conditional use process for patios. It is costly and time consuming."

"ADA ramp."

"Have to stay with codes."

"Meet codes- all good."

"None."

"Unclear guidelines added 4-5% to the cost of the project."

"The requirement to lower the walk-in cooler. We understand we need to be able to accommodate for disabilities, however probably would not want someone with this type of disability in the walk-in. For safety reasons."

"All work clear and fitted logically into safety and building provision."

"No."

"Fire separation wall, only because it the building is open entirely on one side. Just does not make sense, added on cost ~ \$13,000."

"Fire wall between buildings."

5. Do you have any suggestions for improving our performance?

"It seems the codes should have a plus/minus tolerance with distances when an inspection is done".

"They did fine."

"None- the development team was always very courteous, professional and helpful."

"Have all requirements in writing and not make them up as you go. Flexibility."

"No."

"Use the book when you can, but use construction knowledge when possible."

"Job well done. Thanks for making things go smooth."

"Focus on a solution, not what's wrong."

"Common sense."

"There needs to be one person in charge so you can get a straight answer."

"Better communication within your department (example: we would call and one person knew nothing but another did)."

"Doing fine."

"None. Great as is."

"Speed up the building permit process."

"Have one person who is responsible for all inspections and check in with the contractor on a regular basis."

"Great job."

"Most difficult aspect was negotiating with State Fire Marshal."

"Efficient straight forward process and knowledgeable helpful plans examiner."

"Offer solutions not just road blocks, we cannot out guess your issues. Most of the time the solutions offered by design professionals are just countered with more issues."

"Please continue detailed explanations of items that need attention. Your input is very helpful so that we can better improve our plans too."

“The required detailed drawings for a simple project like this seem onerous because there is already the requirement of having a licensed contractor do the work. It seems more trust should be given to licensed contractors to do small jobs.”

Additional comments:

“I need more time to get to know the city staff”.

“Dustin Herrs was very helpful at the process of closing out.”

“This project went very smoothly from start to finish. Building Services were great with everything. I give them a 10 out of 10 (last year I did a similar job and would have given them a 2 of 10). Great turnaround in one year.”

“City Fire Department assisted in setting up the plans to satisfy code requirements. The State Fire Department approved to elaborate on these requirements unnecessarily. Too many people at the State Fire Department were involved in response to any questions and negotiations. It would be better if one person was assigned to each project.”

“Ron Deneault was great to work with.”

6. My involvement was as:

Design Professional	8
Contractor	19
Owner	21

The Development Review Team (DRT) began sending these surveys in 2002 at the time a full Certificate of Occupancy was issued for a project. DRT Surveys were only sent to projects having a DRT meeting prior to submission of a building permit application, and they were only sent to the permit applicant. The original survey did not include a rating section for the Utilities Division in Question #2; the Utilities Division was added to this question in February 2005. In January 2006 we began sending DRT Surveys to the project Design Professional, General Contractor and Owner, one of which typically is the permit applicant. In July 2006 we began sending the DRT Survey to the Design Professional, General Contractor and Owner of most every project, even if they did not have a DRT meeting prior to submission of their building permit application.